APPENDIX H

GLOSSARY

OF

LIBRARY

TERMS

GLOSSARY OF LIBRARY TERMS

AACRII -- Anglo-American Cataloging Rules, second edition. The standard set of rules for cataloging used by many libraries in the United States, Canada, and Britain.

Access -- Availability of the library and services to residents of an area served. In a larger sense, the ability to reach sources of information through a library and its links to other sources.

Accessibility -- A measurement to identify the extent to which there is a continuous, unobstructed path connecting all elements and spaces in a building or facility that can be negotiated by a severely disabled person using a wheelchair and that is also safe for and usable by people with other disabilities.

Accredited Library School Program -- A college or university offering a library education program meeting standards of the American Library Association and officially accredited by a committee of ALA. The University of South Carolina, College of Library and Information Science, is the only ALA accredited library education program in South Carolina.

ADA (Americans with Disabilities Act) -- National legislation which protects the rights of persons with disabilities.

ALA (American Library Association) -- A national association serving the interest of libraries.

ALTA (American Library Trustee Association) -- The association of public library trustees affiliated with the American Library Association.

APLA (Association of Public Library Administrators) -- The South Carolina organization for public library administrators. It meets at least four times per year.

Architectural Barriers -- Those elements of a site, building, or facility that prevent ease of use for all persons.

Association of Public Library Administrators. See APLA.

Basic -- A benchmark for library services which indicates a minimum level of service and/or operating for libraries in South Carolina.

Bibliographic Database -- A computerized listing of books, periodicals, or other library materials from which information can be extracted by a number of identifiers related to the bibliographic description of the item.

Catalog -- A file of bibliographic records created according to specific, uniform principles of construction which describes the materials in a collection, a library, or a group of libraries. It may be in the form of a card catalog, a book catalog, or an online catalog.

Certification -- The action taken by the South Carolina State Library on the professional or pre-professional qualifications of librarians and library workers in public libraries. Certification aids the library board and librarians in selecting competent personnel; it gives the taxing bodies some assurance that the public funds are spent for quality service; and it improves the status of librarianship as a profession.

Circulation Per Capita -- A measurement comparing the use of the library collection(s) to the size of the service population.

Collection Development -- A planned process of acquiring library materials to meet the needs of a library's community. It includes such activities as assessing user needs, adopting a collection development policy, studying collection use, selecting materials, maintaining the collection, weeding, etc.

Community Study -- The process of collecting information about the library and its community. Methods of collecting information may include an analysis of census data, a review of published and unpublished statistical data, local reports and surveys that have been published by other agencies, collection of output and input measures for library services, surveys and focus groups.

Comprehensive -- A benchmark for library services which indicates a high level of service and/or operating for libraries in South Carolina.

Continuing Education -- Opportunities provided for personnel to improve and grow in their profession. The following should be included when calculating continuing education expenditures: payment for development and delivery of formal education events on site, e.g., speaker fees, the salary of the library's continuing education coordinator, supplies; travel; registration fees; job-related tuition reimbursement; purchase or rental of library training materials, e.g., videos; and payment for substitute when an employee is away attending a continuing education program. The salaries of the staff members participating in the continuing education event should not be included. (Contact the CE Coordinator at the South Carolina State Library for information about available CE opportunities.)

Cooperative Collection Development -- A planned process of acquiring library materials involving a group of libraries. **See also Collection Development.**

County Library -- A free public library for the use of the whole county which is established, maintained, and supported through taxation by a county and whose board of trustees is appointed by the county authority.

Database -- A systematic organization of information stored in a computer for ease of searching and retrieval.

Database Searching -- The use of computer equipment to search specialized electronic databases. It may also include telecommunication equipment.

Direct Cost -- Documented expenditures for a program. Examples of direct cost for Continuing Education include: payments for development and delivery of formal education events on site, e.g., speaker fees, materials; travel cost; registration fees for programs held off site; job-related tuition reimbursement; purchase or rental of library training materials, e.g., videos; salary/wages for the library's CE Coordinator; salary/wages for a substitute while an employee is away attending a continuing education program.

Directional Transaction -- An informational contact which facilitates the use of the library in which the contact occurs and does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information source other than those which describe the library such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions are: "Where are the children's books?"; "I'm looking for a book with the call number 811.2G"; and "Are you open until 9:00 tonight?".

Disabled -- Persons with significant limitations in using specific parts of the environment.

Evening Hours -- Public service hours provided by the library after 5:00 pm.

Expenditures Per Capita -- A measurement comparing expenditures of the library to the size of the service population.

Facility -- For purposes of this document, this is the building or buildings associated with the library. This includes the headquarters and branches but not the bookmobile(s), story van(s), or outreach van(s).

Focus Groups -- A group consisting of 8-12 people with common characteristics who agree to participate in a structured but informal discussion of issues related to products or services of the sponsoring library or organization.

FOSCL. See Friends of South Carolina Libraries.

Free Access -- In a library which allows free access, no fees are assessed for services (interlibrary loan, reserves, online searches, etc.) or for any equipment or materials that are part of the circulating collection (books, videos, art prints, AV equipment, etc.). A library with free access may charge for any products meant for patron consumption (i.e., items that patrons pay for and keep) such as photocopies, printouts, and computer supplies. Fines and penalties are not considered fees.

Friends of the Library -- An organization of interested individuals formed to support a particular library through public relations and fund raising efforts.

FTE -- Full-time equivalent. To compute full-time equivalent (FTE) of employees, take the number of hours worked per week of all employees and divide by the number of hours in the

library's full time work week. For comparison with other libraries, use 40 as the number of hours in the full time work week.

Full -- A benchmark for library services which indicates a median level of service and/or operating for libraries in South Carolina.

Goals -- A goal sets a broad direction or establishes a broad purpose for the library to achieve. A goal is not measurable and does not fall within a fixed time frame (for example, to improve library services to the elderly).

Handicapped -- Persons with significant limitations in using specific parts of the environment.

Headquarters -- The operational center of the library. Usually administration, collection processing, and the principal collections are housed here.

Holdings -- Holdings are the cataloged and uncataloged items in the libraries' collections.

Holdings Per Capita -- A measurement comparing the use of the size of the library collection(s) to the size of the service population.

ILL (Interlibrary Loan) -- The function of one library borrowing materials from another library for a person who requests the book, video, or other material.

Image Audit -- A planned review of the library to determine how it is seen by others.

Index of Local Financial Effort -- A measurement of comparison between the funds provided by a county for library services and the county's total revenue.

Information Sources -- Information sources include printed and non-printed materials, machine-readable databases, catalogs, and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the library.

Interlibrary Loan. See ILL.

Internet -- A worldwide network of computer networks all using the IPC (Internet Protocol) which allows computers to "talk" to one another.

Library System -- A library system established by action of the government agencies and governed by a single board of trustees.

Long Range Plan -- A document adopted by a library's governing board outlining the goals, objectives, and action plans for the library's operation and development over a 3-5 year period.

MARC -- Machine readable cataloging.

Marketing -- Marketing is the strategic plan that promotes services offered by a library to specific audiences with specific results intended. Marketing may incorporate public relations and will involve a variety of communication tools to promote a service or services.

Mission Statement -- A concise expression of the library's purpose. It builds on, but is not limited to, the roles chosen by the library.

MLS -- Master's Degree in Library and Information Services from a college or university.

Municipal Library -- A free public library for city residents which is established, maintained, and supported through taxation by a city, town, or other municipality and whose board of trustees is appointed by a municipal authority.

National Center for Education Statistics (NCES) -- The Office within the U.S. Department of Education responsible for collecting, compiling, and analyzing educational statistics.   NCES reviews, analyzes, and publishes public library data annually.

Non-Resident -- A person who resides outside the legal service area of a public library.

Objective -- A measurable result to be achieved in a specific time period (for example, increase the circulation of large print books by 25% by December 31, 2001).

OPAC (Online Public Access Catalog) -- A computer based and supported library catalog designed to be accessed via terminals so that library users may directly search for and retrieve information about library holdings.

Online Public Access Catalog. See OPAC.

Outlet -- For purposes of this document, this refers to all the service points of the library, including the headquarters, branches, bookmobile(s), story van(s), outreach van(s), and outreach sites.

Output Measures -- Measurements which reflect the results or outcomes, the effectiveness and the extensiveness of the services delivered by the library. Examples of useful output measures for public libraries are: title fill rate, subject fill rate, turnover rate, document delivery rate, in-library use, circulation, number of visitors, etc.

Outreach Service -- Library programs that seek out potential users, particularly those who cannot make use of traditional library services or materials. Examples of outreach services include bookmobile service, book deposits, books-by-mail, services to day care programs, and homebound services.

Periodical -- A serial appearing on an indefinite basis at regular or stated intervals, each issue is numbered and dated separately.

Plan -- A document that projects 3-5 years into the future and outlines the library's goals and objectives for maintaining and developing collections and services to meet the community's

needs. Development of such a plan usually involves the staff, the board of trustees, and the general public.

Preservation -- The activities associated with maintaining library and archival materials for use, either in their original physical form or in some other usable way.

Professional Librarian -- A person who holds a Master's Degree in Library and Information Services.

Professional Staff -- Persons whose regular assignment requires either a college degree or experience of such kind and amount as to provide a comparable background--e.g., accountants, system analysts, computer programmers.

Public Library Association (PLA) -- A division of the American Library Association.

Readers Advisory Service -- An information contact which incorporates the idea of personal guidance in the selection of materials for reading, viewing, and listening.

Reference Collection -- A collection of books and other materials in a library, useful for supplying authoritative information on identifying sources, kept together for convenience in providing information service, and generally not allowed to circulate.

Reference Transaction -- An information contact which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. The request may come in person, by phone, by fax, mail, or electronically from an adult, a young adult, or a child.

Regional Library -- A library system established by joint action of the government agencies and governed by a single board of trustees.

Registered Borrower -- A library user who has applied for and received an identification number and/or card from the public library which establishes the conditions under which the user may borrow materials.

Registered Borrower File -- A record of all of the library's registered borrowers. Inactive users should be purged from the file annually.

Resident -- A person who resides in the legal service area of a public library.

Resource Sharing -- A term covering a variety or organizations and activities engaged in jointly by a group of libraries for the purpose of improving services and/or cutting costs.

Roles -- Profiles of library services emphases identified by ALA in **Planning and Role Setting for Public Libraries: a Manual of Options and Procedures**.

SCLA (South Carolina Library Association) -- The association of libraries and librarians in the state. A chapter of the American Library Association.

SELA (Southeastern Library Association) -- The association of libraries and librarians in the Southeast.

Service Population -- All people eligible to use the library.

Service Response -- Profile of services emphases identified by ALA which libraries may use to respond to community needs.

South Carolina Fiction Cooperative -- An agreement between the South Carolina State Library and public libraries in South Carolina that ensures access to older fiction titles through the South Carolina Interlibrary Loan Network.

South Carolina Interlibrary Loan Network -- The State Library's program which allows libraries to obtain information and materials for their users.

South Carolina Library Association. See SCLA.

South Carolina State Library -- The library agency of the State of South Carolina and the reference library in the seat of government in Columbia. This agency is charged by law to give direction and assistance to all public and state institutional libraries in South Carolina.

Southeastern Library Association. See SELA.

Staff Development -- A sustained effort to improve the overall effectiveness of personnel in the performance of their duties.

Support Staff -- A general term used in personnel classification to designate all the non-professional library personnel.

Tort Insurance -- Insurance covering library board members, staff, and volunteers against wrongful acts, damages, or injury done willfully, negligently, or in circumstances involving strict liability, but not involving breach of contract, for which a civil suit can be brought.

TTD/TTY -- Telecommunications device for the deaf.

Turnover Rate -- A measurement comparing the use of the library collection(s) to the size of the collection(s).

Weeding -- A part of collection development which includes the removal of materials no longer of value to the library collection.

Weekend Hours -- Public service hours provided by the library on Saturday and Sunday.

Z39.50 -- A protocol which gives library users easy access to another library's automated system.